



Washington State Home Care Quality Authority

Fall 2009

Updates and Highlights

By Rick Hall, Executive Director

The Home Care Quality Authority truly appreciates your interest in our activities and for taking the time to read our Newsletter. Here is a brief look at the latest news:

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Working to Fund Closed Registry Sites

As many of you know, during this past legislative session, State lawmakers had to make some painful decisions in order to confront the State's ongoing fiscal crisis. Because of this, we were hit particularly hard with a 29% overall reduction in our budget for the 2009-2011 biennium. More than half of this reduction was specifically directed to closure of some Home Care Referral Registry sites. As a result we had to eliminate Registry services in King, Douglas, Chelan, Okanogan, Ferry, Stevens, Garfield, Asotin, Columbia and Walla Walla counties. (See state map with closures indicated on page 3).

We remain optimistic that this is only a temporary setback and have begun working toward getting the funding necessary to re-open these Registry sites so that we can serve all of our customers throughout the state including consumers of in-home care services and the workers that provide these vital services to them. To this end, we have updated our Strategic Plan for 2009-2011 to include full funding for the statewide Referral Registry. We are also nearing completion of the decision package that will serve as our official request for the funds necessary to accomplish this important goal.

We wish to thank all of you who continue in your commitment and active support for the Referral Registry and the important services the Registry provides.

JLARC Performance Audit

The Joint Legislative Audit and Review Committee (JLARC) has issued its Preliminary Report of the Performance Audit of the Home Care Quality Authority. This report presents the preliminary results of the second JLARC performance audit of the Authority. In 2008, in response to a recommendation from the first JLARC review, the Legislature directed JLARC to conduct this second evaluation, which is more narrowly focused on HCQA's performance of its statutory duties.

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JLARC Performance Audit, continued

JLARC concludes that HCQA is meeting its statutory duties, has integrated its performance measures into the daily operation of the agency and has met or exceeded 14 of its 15 performance targets.

In the report, JLARC concludes that HCQA is meeting its statutory duties, has integrated its performance measures into the daily operation of the agency, and has met or exceeded 14 of its 15 performance targets. You can read the entire Preliminary Report of the HCQA Performance Audit at the link provided here: [Performance Audit of the Home Care Quality Authority](#).

JLARC works to make state government operations more efficient and effective. JLARC's non-partisan staff auditors, under the direction of the Legislative Auditor, conduct performance audits, program evaluations, sunset reviews, and other analyses assigned by the Legislature and the Committee. The Committee is comprised of an equal number of House members and Senators, Democrats and Republicans.

HCQA Board Position Vacancy

The Home Care Quality Authority (HCQA) currently has an opening on our nine-member Board. We are looking for interested candidates from Eastern Washington who are active in their community and willing to serve. Interested candidates for this position *must* be current or former consumers of in-home care services.

The Authority's Board was established to regulate and improve the quality of in-home care services. The Board also provides direction and guidance to HCQA staff. The Board has a steadfast commitment to improve the quality of in-home care services. They provide a bedrock of support for consumer rights and remain consistently united in their advocacy for consumer choice. Board members are also active in their communities and organizations, educating the public and pursuing activities intended to support the Authority's Mission.

Each board member serves a term of up to three years and attends six board meetings per year. This is a non-paid position, but authorized travel expenses are reimbursed.

For more information you, please contact Rick Hall at 1-866-580-4272 or rhall@hcqa.wa.gov. To submit your application, go to: <http://www.governor.wa.gov/boards/application/default.asp> Please visit the HCQA website at http://www.hcqa.wa.gov/Board/board_main.html for more information about the Agency and Board responsibilities.

Collective Bargaining Process Nearing Closure

For most of this summer, SEIU Healthcare775NW and the State of Washington have been engaged in negotiations for a new collective bargaining agreement covering in-home care workers. At this point, the parties have not been able to reach agreement on several issues that includes creation of a Taft-Hartley trust to manage possible future retirement benefits and pay differential for workers who receive training certification. Both of these issues were recently presented to Arbitrator Timothy Williams and his decision and award should be forthcoming.

As you may recall earlier this year, the Governor did not include funding in her budget for the individual providers collective bargaining agreement that was awarded by Arbitrator Williams in 2008. However, the legislature did appropriate funding for training through the SEIU 775NW Training Partnership as legislatively mandated. In addition, the legislature provided for a 3% increase in health care funding for in-home care workers in both FY 2010 and 2011.

Consumer Resources Distributed Statewide

STAY RIGHT WHERE YOU ARE: A Resource Guide for Seniors and Adults with Disabilities Living at Home, is getting great reviews from consumers and a host of individual, groups and organizations including advocated, home care related businesses and associations, hospitals and government. Over 2,000 copies have been distributed since its release in May of this year and there have been nearly 400 downloads from the Guide available on the HCQA website.

The release of **YOUR CHOICE: How to Hire an Individual Provider**, the video produced by HCQA, to assist consumers interested in hiring their own home care worker, has been very well received, with well over a 1,000 DVDs requested and distributed since its release in February 2009. In addition, the HCQA YouTube channel has tracked hundreds of downloaded views of the video.

Order information for the Guide and the DVD on Page 3.

Referral Registry Services Update

By Sherri Wills-Green, Director of Referral Registry Services

The month of August found most of the Home Care Referral Registry (HCRR) Coordinators in Leavenworth attending the third annual HCRR training. Our theme, "Angling for Success" was tied into the FISH philosophy that was made so popular by the Seattle Pike Place Market fish mongers. The four tenets of the philosophy, "Play, Be There, Choose Your Attitude and Make Their Day" were woven throughout the two days of training, increasing each person's awareness of their impact on the work environment and customer service. As before, the networking and small group discussions made for a lively and valuable exchange of information.

Many other topics were reviewed during training, successes shared and processes clarified. We are pleased to note that the newly adopted tasks of contracting prospective providers for HCS and DDD is going well and all the sites are feeling comfortable with their new duties. All in all, we appreciate the opportunity to see everyone in person and find that sharing ideas is valuable for all.



Annual Referral Registry Training, Leavenworth - August 2009: Attendees listened to and participated in various exercises. The theme, *Angling for Success*, offered an opportunity to share and learn amongst each other. Creative energy was in no short supply, as demonstrated by the many colorful fish that made their way to the "lake"!

Photos – Vicki Payne, HCQA



Walktober is a campaign that inspires you to dramatically boost your walking and develop the fitness habit you'll continue right through winter. Visit the *Walktober* website to sign-up and begin recording your walking progress at www.walktober.com.

Home Care Referral Registry Service Areas



* Note - Registry offices/service areas closed due to recent budget cuts are indicated in gray.

If you are receiving state funded in-home services and would like more information on how to hire a home care provider, contact the Home Care Referral Registry office at 1-800-970-5456.

Ordering Information for "YOUR CHOICE" Video and Resource Guide

- **YOUR CHOICE: How to Hire an Individual Provider**
Complimentary DVD's are available by contacting HCQA, or you can view at:
<http://www.youtube.com/hcqa>
- **STAY RIGHT WHERE YOU ARE: Resources for Seniors and Adults with Disabilities Living at Home**
Complimentary copies are available through the Department of Printing General Store:
<https://fortress.wa.gov/prt/printwa/wsprt/default.asp>

For more information or assistance with ordering your copies of the DVD or the Resource Guide contact HCQA at 1-866-580-4272 or e-mail your request to: info@hcqa.wa.gov



HCQA Board Members

- ❖ Elizabeth Brown, Chair, Vancouver
- ❖ Andy Bell, Union
- ❖ Thomas Bungert, Tacoma
- ❖ Stan Fukui, Bothell
- ❖ Jesse Magana, Vancouver
- ❖ Dennis Mahar, Olympia
- ❖ Nicki Thomas, Cathlamet
- ❖ Open Position
- ❖ Open Position

Upcoming Board Meetings

- **October 20th, 2009, 10:00am – 2:00pm**
- **December 15th, 2009, 10:00am – 2:00pm**

All meetings are located in the HCQA Board Room,
4317 6th Avenue SE, Suite 101, Lacey, WA 98503

The Home Care Quality Authority Board consists of nine members appointed by the governor. Each board member serves a term of three years (RCW79.39A.230). The board includes at least five members who are currently using or have formerly used in-home care services.

For more information about HCQA and our Board visit
www.hcqa.wa.gov

Vaccine to Protect against 2009 H1N1 Influenza (flu) Available Soon



The Center for Disease Control (CDC) recommends that certain groups receive the 2009 H1N1 (Swine flu) vaccine when it first becomes available. These target groups include:

- pregnant women;
- people who live with or care for children younger than 6 months of age;
- healthcare and emergency medical services personnel;
- persons between the ages of 6 months and 24 years old, and
- people ages of 25 through 64 years of age with health concerns.

Visit the National Flu website or call the CDC toll free at 800-232-4636 for news regarding the flu.

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